Always there to help you

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CSS5235Y

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Philips

User manual

PHILIPS

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1 Important

Read and understand all instructions before you use your product. If damage is caused by failure to follow instructions, the warranty does not apply.

Safety

Risk of electric shock or fire!

- Before you make or change any connections, make sure that all devices are disconnected from the power outlet.
- Never expose the product and accessories to rain or water. Never place liquid containers, such as vases, near the product. If liquids are spilt on or into the product, disconnect it from the power outlet immediately. Contact Consumer Care to have the product checked before use.
- Never place the product and accessories near naked flames or other heat sources, including direct sunlight.
- Never insert objects into the ventilation slots or other openings on the product.
- Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.
- Batteries (battery pack or batteries installed) shall not be exposed to excessive heat such as sunshine, fire or the like.
- Disconnect the product from the power outlet before lightning storms.
- When you disconnect the power cord, always pull the plug, never the cable.

Risk of short circuit or fire!

- For identification and supply ratings, see the type plate at the back or bottom of the product.
- Before you connect the product to the power outlet, ensure that the power voltage matches the value printed on the back or bottom of the product. Never connect the product to the power outlet if the voltage is different.

Risk of injury or damage to this product!

- Never place the product or any objects on power cords or on other electrical equipment.
- If the product is transported in temperatures below 5°C, unpack the product and wait until its temperature matches room temperature before connecting it to the power outlet.
- Parts of this product can be made of glass. Handle with care to avoid injury and damage.

Risk of overheating!

- Never install this product in a confined space. Always leave a space of at least four inches around the product for ventilation. Ensure curtains or other objects never cover the ventilation slots on the product.

Risk of contamination!

- Do not mix batteries (old and new or carbon and alkaline, etc.).
- Danger of explosion if batteries are incorrectly replaced. Replace only with the same or equivalent type.
- Remove batteries if they are exhausted or if the remote control is not to be used for a long time.
- Batteries contain chemical substances, they should be disposed of properly.

Risk of swallowing batteries!

- The product/remote control may contain a coin/button type battery, which can be swallowed. Keep the battery out of reach of children at all times! If swallowed, the battery can cause serious injury or death. Severe internal burns can occur within two hours of ingestion.
- If you suspect that a battery has been swallowed or placed inside any part of the body, seek immediate medical attention.

- When you change the batteries, always keep all new and used batteries out of reach of children. Ensure that the battery compartment is completely secure after you replace the battery.
- If the battery compartment cannot be completely secured, discontinue use of the product. Keep out of reach of children and contact the manufacturer.

This is CLASS II apparatus with double insulation, and no protective earth provided.

Mains fuse

This information applies only to products with a UK mains plug.
This product is fitted with an approved molded plug. If you replace the fuse, use one with:

- the ratings shown on the plug,
- a BS 1362 approval, and
- the ASTA approval mark.

Contact your dealer if you are not sure about what type of fuse to use.
Caution: To conform with the EMC directive (2004/108/EC), do not detach the plug from the power cord.

Copyright in the U.K.

- Recording and playback of material may require consent. See Copyright Act 1956 and The Performer's Protection Acts 1958 to 1972.

Care for your product

Use only microfiber cloth to clean the product.

Care of the environment

Disposal of your old product and battery

Your product is designed and manufactured with high quality materials and components, which can be recycled and reused.

This symbol on a product means that the product is covered by European Directive 2012/19/EU.

This symbol means that the product contains batteries covered by European Directive 2013/56/EU which cannot be disposed of with normal household waste.
Inform yourself about the local separate collection system for electrical and electronic products and batteries. Follow local rules and never dispose of the product and batteries with normal household waste. Correct disposal of old products and batteries helps prevent negative consequences for the environment and human health.

Removing the disposable batteries

To remove the disposable batteries, see battery installation section.

Compliance

CE 0560

This product complies with the radio interference requirements of the European Community.

Hereby, Gibson Innovations, declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
A copy of the EC declaration of Conformity is available at www.philips.com/support.

Help and support

For extensive online support, visit www.philips.com/support to:

- download the user manual and the quick start guide
- watch video tutorials (available only for selected models)
- find answers to frequently answered questions (FAQs)
- email us a question
- chat with our support representative.

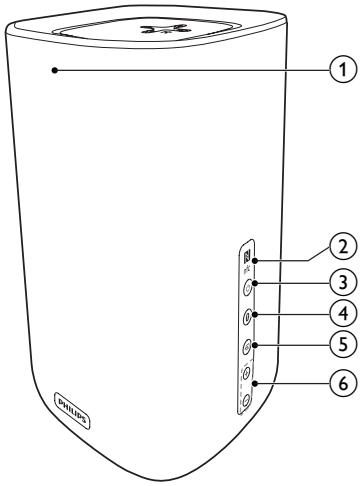
Follow the instructions on the website to select your language, and then enter your product model number.
Alternatively, you can contact Consumer Care in your country. Before you contact, note down the model number and serial number of your product. You can find this information on the back or bottom of your product.

2 Your product

Congratulations on your purchase, and welcome to Philips! To fully benefit from the support that Philips offers, register your product at www.philips.com/welcome.

Main unit

The main unit of this product is comprised of left and right base speakers.



① LED indication

Red LED

- Lights up when the main unit is switched to standby.

White LED

- Lights up when the main unit is switched on.
- Blinks once each time you press a button on the remote control.
- Blinks twice when Dolby Digital audio is input.
- Blinks three times when DTS audio is input.

- Blinks continuously when no audio from the selected HDMI ARC source is detected, or when an unsupported audio format is detected.

Blue LED

- Lights up when you switch to Bluetooth mode and Bluetooth devices are paired.
- Blinks when you switch to Bluetooth mode and Bluetooth devices are not paired.

② **NFC tag**
Tap the NFC-enabled device on the tag for Bluetooth connection.

③ ⏻ **(Standby-On)**
Switch the main unit on or to standby.

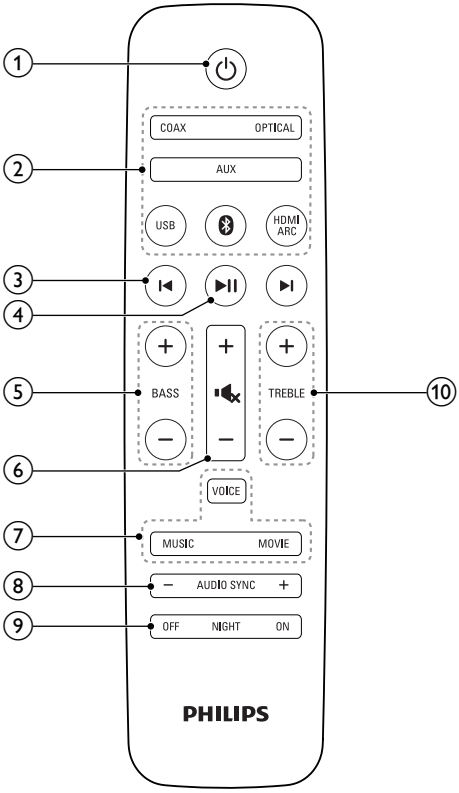
④ ᛒ
Switch to Bluetooth mode.

⑤ ⇥
Toggle through all sources.

⑥ **Volume +/-**
Increase or decrease volume.

Remote control

This section includes an overview of the remote control.



① ⏻ **(Standby-On)**

- Switch the main unit on or to standby.

② **Source buttons**
COAX: Switch your audio source to the coaxial connection.
OPTICAL: Switch your audio source to the optical connection.
AUX: Switch your audio source to the connection of an external device with 3.5mm jack or with red/white audio jacks.
USB: Switch to USB mode.

: Switch to Bluetooth mode; Press and hold three seconds to break the current Bluetooth connection.
HDMI ARC: Switch your source to HDMI ARC connection.

③ **I◄ / ►I**
Skip to the previous or next track in USB mode and Bluetooth mode (only for AVRCP-supported Bluetooth devices).

④ **►II**
Start, pause or resume play in USB mode and Bluetooth mode (only for AVRCP-supported Bluetooth devices).

⑤ **BASS +/-**
Increase or decrease bass.

⑥ **Volume control**
- **+/-**: Increase or decrease volume.
- : Mute or restore volume.

⑦ **Sound mode control**
VOICE: Select voice clarity sound mode.
MUSIC: Select stereo sound mode.
MOVIE: Select surround sound mode.

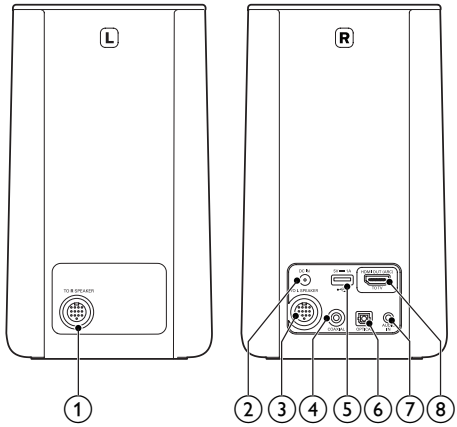
⑧ **AUDIO SYNC +/-**
Increase or decrease audio delay.

⑨ **NIGHT ON/OFF**
Turn night mode on or off.

⑩ **TREBLE +/-**
Increase or decrease treble.

Connectors

This section includes an overview of the connectors available on this product.



① **TO R SPEAKER**
Connect to the right base speaker.

② **DC IN**
Connect to the power supply.

③ **TO L SPEAKER**
Connect to the left base speaker.

④ **COAXIAL**
Connect to a coaxial audio output on the TV or a digital device.

⑤
- Audio input from a USB storage device.
- Upgrade software of this product.
- Charge a USB device.

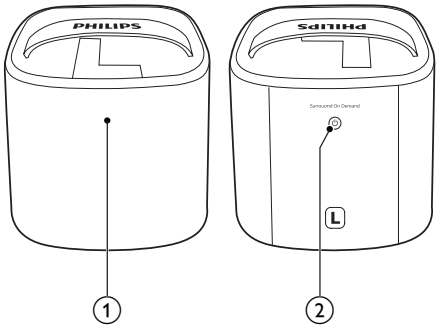
⑥ **OPTICAL**
Connect to an optical audio output on the TV or a digital device.

⑦ **AUDIO IN**
Audio input from, for example, an MP3 player (3.5mm jack).

⑧ **TO TV - HDMI OUT (ARC)**
Connect to the HDMI (ARC) input on the TV.

Wireless speakers

This product comes with a pair of wireless surround speakers.



* The illustration above is for either of wireless surround speakers.

① LED indicaton

Red LED

- Lights up when the battery capacity is less than 30% remaining (undocked from the main unit).
- Blinks when the battery capacity is less than 10% remaining (undocked from the main unit).
- If the speaker is not wirelessly connected to the main unit, the LED blinks red and orange alternatively.

White LED

- Lights up when the battery capacity is full or more than 30% remaining (undocked from the main unit).
- Lights up when the speaker is wirelessly connected to the main unit (undocked from the main unit).

Orange LED

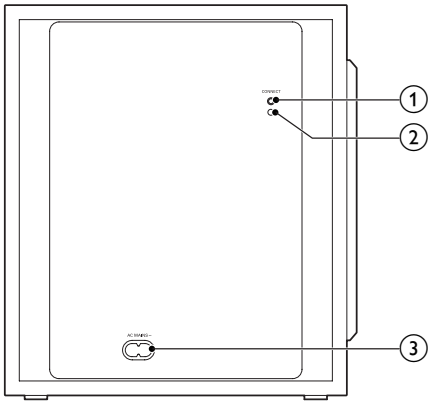
- Lights up when the surround speaker is being charged (only for the wireless speaker docked onto the main unit).
- If the speaker is not wirelessly connected to the main unit, the LED blinks red and orange alternatively.

② ⏻

- Switch the surround speaker on.
- The surround speaker automatically turns off after 4 minutes of being wirelessly disconnected from the main unit.

Wireless subwoofer

This product comes with a wireless subwoofer.



① CONNECT (connect)
Press to to enter the pairing mode for the subwoofer.

② Subwoofer indicator

- When the power is turned on, the indicator lights up.
- During wireless pairing between the subwoofer and the main unit, the indicator blinks white quickly.
- When the pairing succeeds, the indicator lights up white.
- When the pairing fails, the indicator blinks white slowly.
- When wireless connection is disconnected for 4 minutes, the indicator turns off.

③ AC MAINS~
Connect to the power supply.

3 Connect and set up

This section helps you connect this product to a TV and other devices, and then set it up.
For information about the basic connections of this product and accessories, see the quick start guide.

Note

- For identification and supply ratings, see the type plate at the back or bottom of the product.
- Before you make or change any connections, make sure that all devices are disconnected from the power outlet.

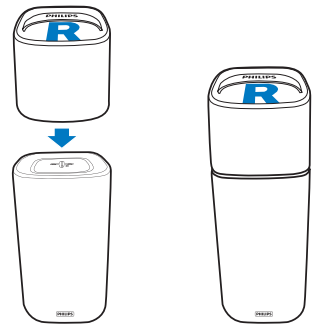
Connect the main unit

With the supplied DIN cable, connect the left base speaker to the right base speaker as main unit. See the quick start guide for details.

Charge speakers

If the wireless surround speaker is undocked from the main unit, its battery level is indicated by the LED on the wireless speaker.

- Light up white: full battery or more than 30% capacity remaining
- Light up red: low battery level, less than 30% remaining
- Blink red: near empty, less than 10% remaining



1 Dock the left and right wireless speakers onto the main unit (the left and right base speakers) to charge the speakers.

2 Turn on the main unit.
   ↳ During charging, the orange LED on the wireless speaker lights up.
   ↳ When fully charged, the orange LED on the wireless speaker turns off.

Note

- It may take around 3 hours to fully charge the speakers.

Pair up with speakers/ subwoofer

The wireless speakers and subwoofer automatically pair up with the main unit (left and right base speakers) for wireless connection when you turn on the main unit, the speakers and the subwoofer.
If no audio from the wireless speakers and subwoofer can be heard, do the following for pairing.

Pair up with the speakers

1 Turn on the main unit and the surround wireless speakers.
   ↳ If the connection to the main unit is lost, the red and orange LEDs on the wireless speaker blink alternatively.

2 Dock the left and right wireless speakers onto the main unit (the left and right base speakers) to pair up automatically.
   ↳ If the pairing is successful, the orange LED on the wireless speaker lights up for five seconds.
   ↳ If the pairing fails, the red and orange LEDs on the wireless speaker blinks alternatively.

3 If the paring fails, re-dock the wireless speakers onto the main unit.

Pair up with the subwoofer

1 Turn on the main unit, and the subwoofer.
   ↳ If the connection to the main unit is lost, the white LED on the subwoofer blinks slowly.

2 Press the **CONNECT** (connect) button on the subwoofer to enter the pairing mode.
   ↳ The white LED on the subwoofer blinks quickly.

3 In OPTICAL mode (press **OPTICAL**) , within six seconds, on the remote control, press 🔇 twice then **Volume +** once, and then hold down **BASS +**.
   ↳ If the pairing succeeds, the white LED on the subwoofer lights up.
   ↳ If the pairing fails, the white LED on the subwoofer blinks slowly.

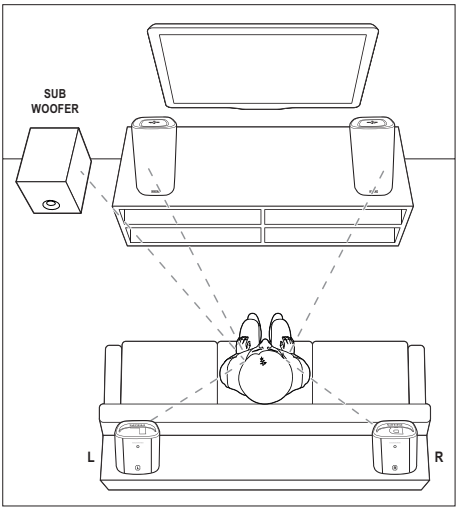
4 If the pairing fails, repeat the steps above.

Note

- After the subwoofer is manually connected to the main unit, pair the surround speakers with the main unit again for re-connection.

Place speakers

For best sound effect, position all the speakers towards the seating position and place them close to your ear level (seated).



Note

- Surround sound depends on factors such as room shape and size, type of wall and ceiling, windows and reflective surfaces, and speaker acoustics. Experiment with the speaker positions to find the optimum setting for you.

Follow these general guidelines for speakers placement.

1 Seating position:
   This is the center of your listening area.

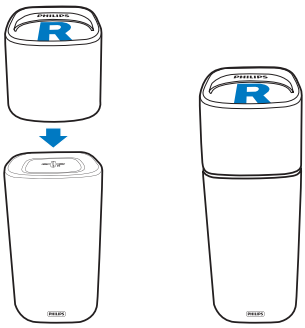
2 Place the main unit (left and right base speakers) in front of the seating position.

3 **L/ R** surround speakers (left/right):
Place the rear surround speakers to the left and right side of your seating position, either in line with it or slightly behind it.

4 **SUBWOOFER** (subwoofer):
Place the subwoofer at least one meter to the left or right of the TV. Leave about 10-centimeter clearance from the wall.

Dock the surround speakers

You can also dock your surround speakers onto the main unit to listen to audio, for example, watching TV shows and news.

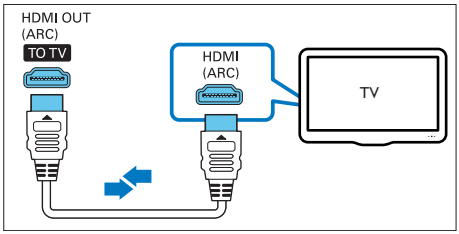


Connect to TV

Connect this product to a TV. You can listen to audio from TV programs through the speakers of this product.

Connect to TV through HDMI (ARC)

Best quality audio
This product supports HDMI with Audio Return Channel (ARC). If your TV is HDMI ARC compliant, you can hear the TV audio through the speakers of this product by using a single HDMI cable.



1 Using a High Speed HDMI cable, connect the **HDMI OUT (ARC)** connector on the right base speaker to the **HDMI ARC** connector on the TV.
- The **HDMI ARC** connector on the TV might be labeled differently. For details, see the TV user manual.

2 On your TV, turn on HDMI-CEC operations. For details, see the TV user manual.

Note

- If your TV is not HDMI ARC compliant, connect an audio cable to hear the TV audio through the speakers of this product (see 'Connect audio from TV and other devices' on page 10).
- If your TV has a DVI connector, you can use an HDMI/ DVI adapter to connect to TV. However, some of the features may not be available.

Connect audio from TV and other devices

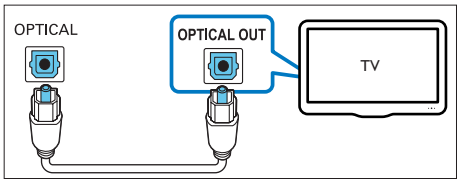
Play audio from TV or other devices through the speakers of this product.
Use the best quality connection available on this product, TV, and other devices.

Note

- When this product and TV are connected through **HDMI ARC**, an audio connection is not required.

Option 1: Connect audio through a digital optical cable

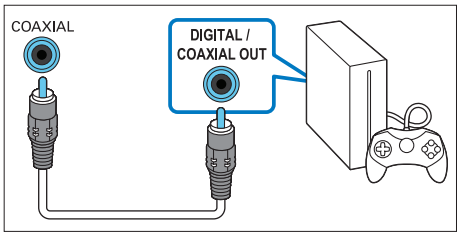
Best quality audio



1 Using an optical cable, connect the **OPTICAL** connector on the right base speaker of this product to the **OPTICAL OUT** connector on the TV or other device.
   - The digital optical connector might be labeled **SPDIF** or **SPDIF OUT**.

Option 2: Connect audio through a digital coaxial cable

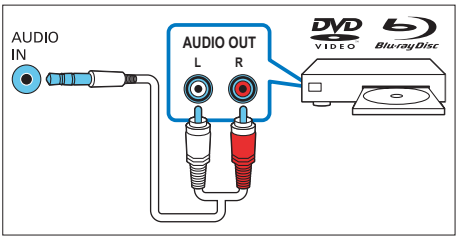
Best quality audio



1 Using a coaxial cable, connect the **COAXIAL** connector on the right base speaker of this product to the **COAXIAL/ DIGITAL OUT** connector on the TV or other device.
   - The digital coaxial connector might be labeled **DIGITAL AUDIO OUT**.

Option 3: Connect audio through analog audio cables

Basic quality audio



1 Using an analog cable, connect the **AUDIO IN** (3.5mm jack) on the right base speaker of this product to the **AUDIO OUT** connectors (red and white) on the TV or other device.

2 Press once or two times **AUX** on the remote control until higher volume is heard.

4 Use your product

This section helps you use this product to play audio from connected devices.

Before you start

- Make the necessary connections described in the quick start guide and the user manual.
- Switch this product to the correct source for other devices.

Adjust the volume

1 Press **Volume +/-** to increase or decrease a volume level.
   - To mute sound, press .
   - To restore the sound, press again or press **Volume +/-**.

   ↳ If volume is set to the maximum or minimum, the white LED on the right base speaker blinks two times.

Choose your sound

This section helps you choose the ideal sound for your video or music.

Sound mode

Select predefined sound modes to suit your video or music.

- Press **MOVIE** to create a surround listening experience. Ideal for watching movie.
- Press **MUSIC** to create stereo sound. Ideal for listening to music.
- Press **VOICE** to create sound effect which makes human voice more clear and outstanding for listening.

Equalizer

Change the high frequency (treble) and low frequency (bass) settings of this product.

1 Press **TREBLE +/-** or **BASS +/-** to change the frequency.

   ↳ If the treble or bass is set to the maximum or minimum, the white LED on the right base speaker blinks two times.

Synchronize video and sound

If the audio and video are not synchronized, delay the audio to match the video.

1 Press **AUDIO SYNC +/-** to synchronize the audio with the video.
   - **AUDIO SYNC +** increases the sound delay, and **AUDIO SYNC -** decreases the sound delay.

   ↳ If the value of sound delay is set to the maximum or minimum, the white LED on the right base speaker blinks two times.

Night mode

For quiet listening, night mode decreases the volume of loud sounds when audio is played. Night mode is only available for Dolby Digital soundtracks.

1 Press **NIGHT ON/OFF** to turn night mode on or off.

Play music via Bluetooth

Through Bluetooth, connect your product with a Bluetooth device (such as an iPad, iPhone, iPod touch, Android phone, or laptop), and then you can listen to the audio files stored on the device through the speakers of this product.

What you need

- A Bluetooth device which supports Bluetooth profile A2DP, and with Bluetooth version as 4.1.

- The operational range between the main unit (left and right speakers) and a Bluetooth device is approximately 10 meters (30 feet).

1 Press ᛒ on the remote control to switch this product to Bluetooth mode.
   ↳ The blue LED on the right base speaker blinks.

2 On the Bluetooth device, switch on Bluetooth, search for and select **Philips CSS5235Y** to start connection (see the user manual of the Bluetooth device on how to enable Bluetooth).
   ↳ During connection, the blue LED on the right base speaker blinks.

3 Wait until you hear a beep sound from this product.
   ↳ The blue LED on the right base speaker lights up.
   ↳ If the connection fails, the blue LED on the right base speaker blinks continually.

4 Select and play audio files or music on your Bluetooth device.
   - During play, if a call is coming, music play is paused.
   - If your Bluetooth device supports AVRCP profile, on the remote control you can press ⏮ / ⏭ to skip to a track, or press ▶❚❚ to pause/resume play.

5 To exit Bluetooth, select other source.
   - When your switch back to Bluetooth mode, Bluetooth connection remains active.

Note

- The music streaming may be interrupted by obstacles between the device and this product, such as wall, metallic casing that covers the device, or other devices nearby that operate in the same frequency.
- If you want to connect this product with another Bluetooth device, press and hold ᛒ on the remote control to break the current Bluetooth connection.

Play music via NFC

NFC (Near Field Communication) is a technology that enables short-range wireless communication between NFC-enabled devices, such as mobile phones.

What you need
- A Bluetooth device with NFC function.
- For pairing, tap the NFC device on the **NFC** tag of this product.
- The operational range between the main unit (left and right speakers) and a NFC device is approximately 10 meters (30 feet).

1 Enable NFC on the Bluetooth device (see the device' s user manual for details).

2 Tap the NFC device on the **NFC** tag of this product until you hear a beep sound from this product.
   ↳ The blue LED on the right base speaker lights up, and the NFC device is connected to this product via Bluetooth.
   ↳ If the connection fails, the blue LED on the right base speaker blinks continually.

3 Select and play audio files or music on your NFC device.
   - To break the connection, tap again the NFC device with the **NFC** tag on this product.

MP3 player

Connect your MP3 player to play your audio files or music.

What you need
- An MP3 player.
- A 3.5mm stereo audio cable.

1 Using the 3.5mm stereo audio cable, connect the MP3 player to the **AUDIO IN** connector on the right base speaker.

2 Press the buttons on the MP3 player to select and play audio files or music.

3 Press once or two times **AUX** on the remote control until higher volume is heard.
- On the MP3 player, it is recommended to set the volume in the range of 80% maximum volume.

USB storage devices

Enjoy audio on a USB storage device, such as an MP3 player and USB flash memory, etc.

What you need
- A USB storage device that is formatted for FAT or NTFS file systems, and complies with the Mass Storage Class.
- An MP3 or WMA file on a USB storage device

1 Connect a USB storage device to this product.

2 Press **USB** on the remote control.

3 Use the remote control to control play.

Button	Action
▶II	Start, pause or resume play.
I◀ / ▶I	Skip to the previous or next track.
USB	During play, press to toggle: repeat all tracks and repeat off. Repeat play indicator • If repeat mode is turned on, the white LED indicator on the main unit blinks once. • If repeat mode is turned off, the white LED indicator on the main unit blinks twice.

Note

- This product supports WMA files which are converted via Windows Media Player (WMA files converted via other file format converters may not work).
- If a USB storage device has a large media library, it takes some time to load those contents.
- This product may not be compatible with certain types of USB storage device.
- If you use a USB extension cable, USB HUB, or USB multi-reader, the USB storage device may not be recognized.
- Digital camera PTP and MTP protocols are not supported.
- Do not remove the USB storage device while it is being read.
- DRM-protected music files (MP3, WMA) are not supported.
- Support a USB port: 5V ⎓ 1A.

Auto standby

When playing media from a connected device, this product automatically switches to standby after 15 minutes of button inactivity and no audio/video play from a connected device.

Apply factory settings

You can reset this product to the default settings programmed at the factory.

1 In AUX mode, on the remote control press **Volume -**, **BASS -**, and **TREBLE -** in sequence within three seconds.
↳ When the factory settings restore is complete, the product automatically switches off and restarts.

5 Update software

To get the best features and support, update your product with the latest software.

What you need

- Connect this product to your TV through HDMI.

Note

- Dock the surround speakers onto the main unit (the left and right base speakers), so that the surround speakers can be upgraded.

Check software version

1. Switch to HDMI ARC mode (press **HDMI ARC**).
2. On the remote control, press **TREBLE -**, **BASS -** and **Volume -** in sequence within three seconds.
   ↳ The current software information is displayed on the TV screen.

Update software via USB

1. Check the latest software version on www.philips.com/support.
   - Search for your model and click on "Software and drivers".
2. Download the software into a USB storage device.
   ① **Unzip the download if zipped, and make sure that the unzipped file contains the following two files.**
   "CSS5235.bin" (for the software of the main unit)
   "MCU5235.bin" (for the software of the surround speakers)
   ② **Put the "CSS5235.bin" and "MCU5235.bin" in the root directory of the USB device.**
3. Connect the USB storage device to the ⇢ connector on this product.
4. Switch this product to the HDMI ARC source, and switch your TV to the HDMI source.
5. On the remote control, within 6 seconds press ⚒ twice, and **Volume +** once, then hold down **MOVIE**.
   ↳ If an upgrade media is detected, on the TV screen you are prompted to start the update.
   ↳ If an upgrade media is not detected, an error message is displayed on the TV screen. Make sure that the latest software of this product is put in the USB storage device.
6. Press ⚒ to start the update.
7. Wait until the update is completed.
   ↳ If the update is complete, this product automatically turns off and on again.

Caution

- Do not turn off the power or remove the USB storage device when the software update is in progress because you might damage this player.

English

6 Product specifications

Note

- Specifications and design are subject to change without notice.

Amplifier

- Total output power:
  200W RMS (+/- 0.5 dB, 10% THD)
- Frequency response: 20 Hz-20 kHz / ±3 dB
- Signal-to-noise ratio:
  > 65 dB (CCIR) / (A-weighted)
- AUX Input sensitivity:
  - 400mV +/- 100mV (connection to an external device with 3.5mm jack)
  - 800mV +/- 100mV (connection to an external device with red and white audio jacks)

Audio

- S/PDIF Digital audio input:
  - Coaxial: IEC 60958-3
  - Optical: TOSLINK

Bluetooth

- Bluetooth profiles: A2DP
- Bluetooth version: 4.1

Main unit (left and right base speakers)

- Power supply:
  - Model (Philips branded AC power adapter): DYS602-210309W; AS650-210-AA309
  - Input: 100-240 V~, 50/60 Hz 1.5 A
  - Output: 21V ⎓, 3.09A
- Standby power consumption: ≤ 0.5 W
- Dimensions (W x H x D):
  128 x 221 x 128 mm
- Weight
  - Left base speaker: 1.11 kg
  - Right base speaker: 1.29 kg
- **Built-in speakers**
  - 2 x woofer (76.2mm/3", 8 ohm)
  - 2 x tweeter (25.4mm/1", 8 ohm)

Surround speakers

- Speaker impedance: 8 ohm
- Speaker drivers: 2 x 63.5 mm (2.5") full range
- Dimensions (W x H x D):
  120 x 117 x 120 mm
- Weight: 0.66 kg/each

Subwoofer

- Power supply: 110-240 V~, 50-60 Hz
- Power consumption: 35 W
- Standby power consumption: ≤ 0.5 W
- Impedance: 3 ohm
- Speaker drivers:
  1 x 133 mm (5.25") woofer
- Dimensions (W x H x D):
  226 x 251 x 306 mm
- Weight: 4.0 kg

Remote control batteries

- 1 x AAA-R03-1.5 V

Standby power management

- When the product remains inactive for 15 minutes, it automatically switches to standby or networked standby.
- The power consumption in standby or networked standby is less than 0.5W.
- To deactivate Bluetooth connection, press and hold the Bluetooth button on the remote control.
- To activate Bluetooth connection, enable Bluetooth connection on your Bluetooth device, or enable Bluetooth connection via the NFC tag (if available).

7 Troubleshooting

Warning

- Risk of electric shock. Never remove the casing of the product.

To keep the warranty valid, never try to repair the product yourself.
If you have problems using this product, check the following points before you request service. If you still have a problem, get support at www.philips.com/support.

Main unit

The buttons on this product do not work.

- Disconnect this product from the power supply for a few minutes, then reconnect.

Sound

No sound from the speakers of this product.

- Connect the audio cable from this product to your TV or other devices. However, you do not need a separate audio connection when this product and TV are connected through **HDMI ARC** connection.
- Reset this product to its factory settings.
- On the remote control, select the correct audio input.
- Make sure that this product is not muted.

No sound from the wireless surround speakers.

- Wirelessly connect the speakers to the main unit.
- Dock the wireless surround speakers into the main unit to charge the battery.

No sound from the wireless subwoofer.

- Wirelessly connect the subwoofer to the main unit.

Distorted sound or echo.

- If you play audio from the TV through this product, make sure that the TV is muted.

Audio and video are not synchronized.

- Press **AUDIO SYNC +/-** to synchronize the audio with the video.

Bluetooth

A device cannot connect with this product.

- The device does not support the compatible profiles required for this product.
- You have not enabled the Bluetooth function of the device. See the user manual of the device on how to enable the function.
- The device is not correctly connected. Connect the device correctly.
- This product is already connected with another Bluetooth device. Disconnect the connected device, then try again.

Quality of audio play from a connected Bluetooth device is poor.

- The Bluetooth reception is poor. Move the device closer to this product, or remove any obstacle between the device and this product.

The connected Bluetooth device connects and disconnects constantly.

- The Bluetooth reception is poor. Move the device closer to this product, or remove any obstacle between the device and this product.
- Turn off Wi-Fi function on the Bluetooth device to avoid interference.
- For some Bluetooth, the Bluetooth connection can be deactivated automatically to save power. This does not indicate any malfunction of this product.

NFC

A device cannot connect with this product via NFC.

- Make sure that the device is supported by NFC.
- Make sure that NFC is enabled on the device (see the device' s user manual for details).
- For pairing, tap the NFC device on the **NFC** tag of this product.

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